Office of the Ombudsman

Key Information for UNDP Visitors

Office of the Ombudsman

For all personnel. The Office of the Ombudsman provides confidential, impartial, independent, and informal support to all personnel experiencing workplace concerns. It offers:

- A safe environment for a confidential discussion and exploration of options
- Conflict Coaching
- Shuttle Diplomacy
- Mediation services
- Learning sessions and e-courses

Email: ombudsmediation@fpombudsman.org
Phone: +1 646 781 4083
Website

Office of Human Resources (OHR)

For all personnel. OHR is responsible for HR management, policy, and practices across UNDP. OHR manages recruitment, contracts, benefits, performance management, entitlements, and HR policies.

Email: ohr.policy@undp.org
SharePoint

Intranet

Information on sick leave

Staff Counsellors (Well-being team)

For all personnel and eligible family members. Staff Counsellors provide confidential psychosocial support. They offer:

- Free individual counseling
- Crisis interventions
- Mental Health awareness programs and Well-being support
- Workshops and trainings

Email: oshw.focalpoint@undp.org
Website

UNDSS Team of Critical Incident Stress Management Section (CISMS)

For all UN personnel. The UNDSS team coordinates the global psychosocial response. CISMS counsellors at HQ and in the field deliver psychosocial services to all UN personnel across three phases:

- **Preparedness:** Psychosocial needs assessments, tailored trainings and managerial consultations.
- **Response:** Individual counseling, referrals to external mental health professionals, and support following critical incidents.
- **Recovery:** Follow-up care and development of reintegration plans.

CISMS counsellors:

- Chief: Mr. **Muhammad Sohail Ali**, +1 917 367 8557 (English, Urdu)
- Asia-Pacific & Russophones countries: Ms. **Madhubhashini Hewage**, +1 212 963 6432 (English and Russian)
- Europe & Americas and Equatorial Guinea: Ms. **Anne-Marie Serrano**, +1 212 963 1369, (English, French, and Spanish)
- East & Southern Africa: Ms. **Patricia Martins** +1 929 609 7357 (English)
- West & Central Africa: Mr. **Janvier Rugira** (English, French)
- MENA: Mr. **Mohammad Zaman Rajabi** (English, French, Arabic)

Website

Focal Point for Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH)

For all personnel. This focal point ensures prevention, reporting, and response to harassment, sexual exploitation, abuse and harassment. It is accessible to UNDP personnel and external stakeholders.

Email: pseah@undp.org

Yanthe Cornelissen, PSEAH advisor, global focal point: yanthe.cornelissen@undp.org

Lara Chlela, Victim Support Officer: lara.chlela@undp.org

Intranet

Policies:

popp.undp.org

Harassment, Sexual Harassment, Discrimination, and Abuse of Authority | United Nations D...

Harassment, Sexual Harassment, Discrimination, and Abuse of Authority

Office of Staff Legal Assistance (OSLA)

For staff members (including former staff members and affected dependents). The Office of Staff Legal Assistance (OSLA) provides confidential and independent legal advice and representation to staff in the UN internal justice system. It supports individuals in:

- Analyzing the legal framework to challenge administrative decisions
- Disciplinary cases
- Appeals before the UN Disputes Tribunal (UNDT) and UN Appeals Tribunal (UNAT)

An online form should be submitted online using the OSLA case management application OSLAW (go to the website, create an account and submit your request for assistance. A User Manual is available to guide you through the steps.

Email: osla@un.org,

Phone: +1 212 963 3957 (New York office) or +254 20 762 6734 (Nairobi Office)

Website

The Joint Staff Council (UNDP, UNFPA, UNOPS and UN Women)

The Joint Staff Council supports the interests of personnel and provides:

- Advice and support on workplace concerns
- Advocacy on working conditions
- Dialogue with management

Email: registry.staff-council@undp.org
Website (under reconstruction)

Intranet

Office of Audit and Investigations (OAI)

For all personnel. The Office of Audit and Investigations (OAI) is UNDP's internal oversight body and the primary formal channel for reporting misconduct. Disciplinary measures can be appealed in the UN Disputes Tribunal. It conducts:

- Investigations into misconduct (fraud, corruption, harassment, retaliation, abuse of authority). For additional information on definitions regarding Harassment, Sexual Harassment, Discrimination, and Abuse of Authority you can check this **document**.
- Internal audits of UNDP operations

Email: reportmisconduct@undp.org or Online referral form. Reports of misconduct may also be submitted to an immediate supervisor or other appropriate supervisor within an operating unit, who shall immediately report the matter to OAI.
Phone
Website

Policies and administrative documents:

Charter of the Office of Audit and Investigations

OAI Investigation Guidelines

The UNDP Legal Framework for Addressing Non-Compliance with UN Standards of Conduct

UNDP Policy against Fraud and other Corrupt Practices

Ethics Office

For all personnel. The UNDP Ethics Office promotes ethical standards and integrity and protects UNDP personnel against retaliation. Its functions include:

- Confidential ethics advice
- Whistleblower protection (protection against retaliation for reporting misconduct or cooperating with an audit or investigation)
- Financial disclosure programme (for relevant personnel)

Email: ethics.office@undp.org
Phone: +1 212 909 7840
Website and brochure

Intranet

Request for Management Evaluation (RME)

For staff members. An RME is the first formal step when a staff member challenges an administrative decision that is believed to be inconsistent with their contract or terms of appointment, after informal resolution has failed. It may concern:

- Non-renewal or termination
- Non-selection
- Reassignment or transfer
- Entitlements

UNDP submission process: Written request using the **RME form** to be sent to the UNDP Administrator, with copy to the BMS Director (Staff may submit individually, with OSLA support, or through external counsel if needed)

⏱️ Deadline

Submit within 60 days of notification of the contested decision (not its implementation)

📋 Process

- Office of Legal Services (OLS): legal review and advice
- BMS Director: issues decision within 45 days or 30 days for HQ staff
- Possible outcomes: uphold decision, overturn it, or declare it not receivable/moot
- If unsatisfied, the staff member may appeal to the UN Disputes Tribunal within 90 days of receiving the RME outcome

📁 Important

Filing an RME does not suspend the decision automatically. The suspension is only possible in limited urgent cases (e.g. risk of irreparable harm) or via the UN Disputes Tribunal (UNDT)

Website

Additional information: **UNDP SharePoint page on Requests for Management Evaluation**

See Staff Rule 11.2 - Management evaluations (ST/SGB/2023/1)

Administration of Justice at the United Nations: A Staff Member's Guide to Resolving Disputes

UN Disputes and Appeals Tribunals

For staff members. The United Nations Disputes Tribunal (UNDT) is the court of first instance in the UN's internal justice system for staff members. If a staff member is not satisfied with the outcome of a management evaluation, they may appeal the decision with the UNDT. The appeal must be made within 90 days of the staff member being notified of the outcome of the management evaluation. The UNDT conducts hearings, issues orders, and renders binding judgments.

Staff members may file an application directly with UNDT without first seeking a management evaluation when:

- The contested decision is the imposition of a disciplinary or non-disciplinary measure following the completion of a disciplinary process
- The contested decision is taken based on the advice of Medical boards or independent medical practitioners duly authorized to review medical decisions or medical recommendations, including reconsiderations referred to in article 5.1 of appendix D to the Staff Rules.

Both staff members and the Administration have a right to appeal the judgments of the Disputes Tribunal to the United Nations Appeals Tribunal (UNAT).

Email: undt-newyork@un.org (New York), undt.geneva@unog.org (Geneva), undtnairobi@unon.org (Nairobi), unat1@un.org (Appeal Tribunal)
Website

Policies:

Statute of the United Nations Disputes Tribunal

Statue of the United Nations Appeals Tribunal (A/RES/63/253)

UN Joint Staff Pension Fund (UNJSPF)

For staff members enrolled in the pension scheme. UNJSPF provides retirement, death, disability and related benefits for staff upon cessation of their services with the United Nations, and the other organizations admitted to membership in the Fund.

Email: unjspf@un.org; unjspf.gva@unjspf.org (Geneva)
Phone: +1 212 963 6931 / +41 022 928 88 00
Website

Compensation for Injury, Illness, or Death

For staff members*. Appendix D to the Staff Rules sets forth the rules which govern compensation in the event of injury or illness or death, which is found to be attributable to the performance of official duties on behalf of the United Nations (service-incurred). The Advisory Board on Compensation Claims (ABCC) manages these claims as follows:

01

Submission of Claims

Staff go through either their organizational focal point (HR/administration), or contact ABCC@un.org directly.

02

Processing of Claims

- ABCC Secretariat: checks completeness and requests missing information if needed
- The Division of Healthcare Management and Occupational Safety and Health (DHMOSH): determines whether the incident is work-related
- Delegated authority: handles minor cases
- ABCC Board: reviews other cases and makes recommendations
- Controller: takes the final decision on compensation eligibility
- Secretariat: communicates the decision

03

Payment of Benefits (if approved)

- Medical expense reimbursement
- Sick leave credit
- Lump sum for permanent loss of function (after medical stabilization)
- Disability and dependent-related benefits

Compensation is calculated by the Secretariat (e.g. medical, disability, survivor benefits). Payment is processed or authorized depending on the entity's arrangements.

*Note: Compensation may be provided to non-staff members only if this coverage is explicitly written into the terms of their contract. For non-staff who are eligible, the ABCC evaluates claims under Appendix D of the UN Staff Rules for service-related illness, injury, or death. **Ineligible Non-Staff:** Interns, daily workers, and United Nations Volunteers (UNV) are generally excluded from ABCC coverage and may have different arrangements. You may consult with your HR focal point. For additional information, visit this page.

Provided for information purposes only. Terms of contract, rules, policies, and procedures prevail.

For additional information on the resources available, you can check the "Where to Go When" Guide, updated in 2025.